

APPENDIX A

KEY FINDINGS FOR REGION 3: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 3 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	53.0	71.9
Active duty family members	55.1	79.9
Retirees, survivors, and family under age 65	56.0	83.2
Retirees, survivors, and family age 65 or over	55.1	84.9
Region 3 overall	54.8	82.6
Mean, all regions	58.9	82.7
Total population in Region 3	468,145	547,694

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 3, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	54.8	17.8	27.4
Non-active duty	70.9	11.8	17.2
Not enrolled in TRICARE Prime			
Under age 65	12.0	22.5	65.6
Age 65 or over	2.8	21.0	76.2
Region 3 overall	41.0	17.6	41.4
Mean, all regions	41.4	NA	NA
Total population in Region 3	212,010	91,119	213,768

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 3 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 3	51.8	57.3
Mean, all regions	49.3	56.3
Total population in Region 3	178,782	43,262

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 3 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	17.3
Non-active duty	20.3
Not enrolled in TRICARE Prime	
Under age 65	16.6
Age 65 or over	11.2
Region 3 overall	16.7
MHS Average	17.2
Total population in Region 3	349,343

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 3 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	58.6	72.5
Waited 8 - 30 days	35.8	23.0
Waited > 30 days	5.6	4.4
Not enrolled		
Waited < 8 days	44.6	62.1
Waited 8 - 30 days	43.5	27.8
Waited > 30 days	11.9	10.1
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 3	468,145	547,694

Table 3.3 Waiting Time in Provider's Office in Region 3, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	66.9	79.6
Waited 30 minutes to 1 hour	22.5	14.9
Waited > 1 hour	10.6	5.5
Not enrolled		
Waited < 30 minutes	62.3	79.7
Waited 30 minutes to 1 hour	24.9	16.8
Waited > 1 hour	12.8	3.6
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 3	468,145	547,694

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 3 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	24.3
No care needed in past 12 months	10.0
MTF is too far away	37.0
Hard to get an appointment at MTF	31.5
Can't see the same provider each visit	17.0
MTF usually used is closed	11.3
Needed services not available	14.7
Better care at civilian provider	25.7
Ineligible for military care	8.4
No appointment available for beneficiary like me	15.5
Difficult to find a parking space	2.4
Other	16.3
Total population in Region 3	498,407

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 3 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	25.5
Active duty family members	21.6
Retirees, survivors, and family under age 65	30.0
Retirees, survivors, and family age 65 or over	47.3
Region 3 overall	29.3
Mean, all regions	33.9
Total population in Region 3	512,080

Table 4.3 Sources of Information About TRICARE in Region 3 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	37.6
Information package	60.1
Military doctor	17.6
Civilian doctor	5.5
TRICARE information number	20.4
Military base newspaper	30.6
Regular newspaper	8.0
Friends/neighbors	26.3
TRICARE service center	25.3
Radio/TV	2.1
Other source	18.5
Total population in Region 3	541,549

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 3 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	10.8
Active duty family members	28.4
Retirees, survivors, and family under age 65	33.5
Retirees, survivors, and family age 65 or over	48.0
Region 3 overall	31.8
Mean, all regions	25.0
Total population in Region 3	796,159

Table 5.2 Usual Source of Care for Beneficiaries in Region 3 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	91.5	7.8	0.7
Active duty family members	71.6	26.2	2.2
Retirees, survivors, and family under age 65	29.2	68.0	2.8
Retirees, survivors, and family age 65 or over	11.2	82.7	6.1
Region 3 overall	41.5	55.4	3.2
Mean, all regions	46.5	49.4	4.1
Total population in Region 3	291,590	389,258	22,278

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 3 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	11.7	16.6
1 - 5 visits	56.3	52.8
6 + visits	32.1	30.5
Not enrolled		
0 visits	42.4	4.9
1 - 5 visits	38.6	43.7
6 + visits	19.1	51.4
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 3	371,713	427,962

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 3 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	96.7
Non-active duty	96.4
Not enrolled in TRICARE Prime	
Under age 65	95.5
Age 65 or over	97.5
Region 3 overall	96.4
Mean, all regions	96.3
Total population in Region 3	803,102

Table 7.2 Cholesterol Screening by Enrollment Status in Region 3 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	80.3
Non-active duty	77.9
Not enrolled in TRICARE Prime	
Under age 65	84.0
Age 65 or over	93.6
Region 3 overall	83.8
Mean, all regions	80.8
Total population in Region 3	801,152

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 3 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	99.1	0.2	0.8
Non-active duty	91.1	8.1	0.9
Not enrolled in TRICARE Prime			
Under age 65	85.8	11.9	2.3
Age 65 or over	85.0	13.9	1.1
Region 3 overall	88.5	10.0	1.5
Mean, all regions	87.5	10.7	1.8
Total population in Region 3	362,601	40,952	5,952

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 3 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	58.6	36.0	5.4
Non-active duty	83.5	12.7	3.8
Not enrolled in TRICARE Prime			
Under age 65	79.0	16.2	4.9
Age 65 or over	85.8	11.2	3.0
Region 3 overall	82.6	13.6	3.8
Mean, all regions	77.8	NA	NA
Total population in Region 3	172,328	28,345	8,003

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 3	47.2	45.1	7.7
Average of new TRICARE regions	49.8	42.8	7.5
Total population in Region 3	250,139	238,693	40,962

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 3 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	43.5
Non-active duty	55.4
Not enrolled in TRICARE Prime	
Under age 65	55.2
Age 65 or over	52.5
Region 3 overall	52.4
Mean, all regions	51.0
Total population in Region 3	773,465

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 3		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.230046	53.04505
Convenience of hours	0.325138	43.00091
Access to health care whenever you need it	0.427809	33.17084
Access to a specialist if you need one	0.402644	25.80386
Access to hospital care if you need it	0.385627	38.06561
Access to medical care in an emergency	0.355783	44.16805
Ease of making appointments for health care by phone	0.352625	29.48321
Length of time you wait at office to see the provider	0.361017	27.96452
Length of time between making an appointment for routine care and day of visit	0.341334	27.70552
Availability of health care information or advice by phone	0.370394	26.81012
Services available for getting prescriptions filled	0.261536	56.75316
Thoroughness of examination	0.440589	42.84340
Ability to diagnose my health care problems	0.428882	38.52898
Skill of health care providers	0.437843	42.77307
Thoroughness of treatment	0.443651	40.84843
The outcomes of your health care (how much you are helped)	0.447330	41.26984
Overall quality of health care	0.477763	40.04178
Provider's explanation of health care procedures	0.439213	41.93316
Provider's explanation of medical tests	0.422967	41.74855
Attention provider gives to what you have to say	0.433370	42.86388
Advice provider gives you about ways to avoid illness and stay healthy	0.403730	40.27161
Courtesy shown to you by administrative staff (e.g., receptionists)	0.361776	45.14299
Courtesy shown to you by health care providers	0.415872	52.31758
Provider's concern for you as a person	0.423966	45.67530
Provider's concern for your privacy	0.371481	51.04744
Reassurance and support offered to you by health care providers	0.406615	36.62864
Amount of time with health care providers during a visit	0.391668	33.88213
Ability to choose health care providers	0.362927	21.46877
Ease of seeing the provider of your choice	0.369749	23.12640
Health care providers' personal interest in the outcome of your problem	0.406159	34.76738
Protection you have against financial hardship due to medical expenses	0.290706	32.32964
Help with arrangements to get the health care you need without financial problems	0.344979	30.21715
Ease of parking	0.184434	34.41250